

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Ken Ainge	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	5 4	5 4
		Scott Wunderlich	1 1	1 1
		Tom Hanson	2 2	2 2
		Assigned to Individual Total	8 7	8 7
	Capitol Hosting	Curtis Parker	1 0	1 0
		Danny Black	1 0	1 0
		Jake Vandenberghe	1 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

			Low	FCR Total
AGRC	Capitol Hosting	Joe Benson	20	20
		Assigned to Individual Total	50	50
	Help Desk	Brenda Treadway	11	11
		Assigned to Individual Total	11	11
	Internal Application Development and Support	Beth Hendricks	10	10
		Assigned to Individual Total	10	10
	Metro B Desktop Support	Peter Musser	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin Sorensen	11	11
		Assigned to Individual Total	11	11
	Voice/Data/WAN Services	Mike Johnson	10	10
		Assigned to Individual Total	10	10
Assigned Group Total			219	219
Customer Company Total			219	219

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
AGRC	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 0	1 0
		Ken Ainge	1 0	1 0
		Assigned to Individual Total	3 0	3 0
	Capitol Desktop Support	Brian Bintz	5 0	5 0
		Scott Wunderlich	1 0	1 0
		Tom Hanson	2 0	2 0
		Assigned to Individual Total	8 0	8 0
	Capitol Hosting	Curtis Parker	1 0	1 0
		Danny Black	1 1	1 1
		Jake Vandenberghe	1 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

			Low	MIR Total
AGRC	Capitol Hosting	Joe Benson	2	2
			2	2
		Assigned to Individual Total	5	5
			3	3
	Help Desk	Brenda Treadway	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Internal Application Development and Support	Beth Hendricks	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Metro B Desktop Support	Peter Musser	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Voice Operations	Romanza Hamblin Sorensen	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
	Voice/Data/WAN Services	Mike Johnson	1	1
			0	0
		Assigned to Individual Total	1	1
			0	0
Assigned Group Total			21	21
			3	3
Customer Company Total			21	21
			3	3

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
AGRC	Application Services	Bart Purser	1 0.00	1 0.00
		Danielle Hood	1 0.14	1 0.14
		Ken Ainge	1 0.00	1 0.00
		Assigned to Individual Total	3 0.05	3 0.05
	Capitol Desktop Support	Brian Bintz	5 0.00	5 0.00
		Scott Wunderlich	1 0.46	1 0.46
		Tom Hanson	2 0.05	2 0.05
		Assigned to Individual Total	8 0.07	8 0.07
	Capitol Hosting	Curtis Parker	1 0.86	1 0.86
		Danny Black	1 2.79	1 2.79
		Jake Vandenberghe	1 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

			Low	ATTIR Total
AGRC	Capitol Hosting	Joe Benson	2 1.92	2 1.92
		Assigned to Individual Total	5 1.50	5 1.50
	Help Desk	Brenda Treadway	1 0.02	1 0.02
		Assigned to Individual Total	1 0.02	1 0.02
	Internal Application Development and Support	Beth Hendricks	1 0.10	1 0.10
		Assigned to Individual Total	1 0.10	1 0.10
	Metro B Desktop Support	Peter Musser	1 0.59	1 0.59
		Assigned to Individual Total	1 0.59	1 0.59
	Voice Operations	Romanza Hamblin Sorensen	1 0.60	1 0.60
		Assigned to Individual Total	1 0.60	1 0.60
	Voice/Data/WAN Services	Mike Johnson	1 0.13	1 0.13
		Assigned to Individual Total	1 0.13	1 0.13
Assigned Group Total			21 0.46	21 0.46
Customer Company Total			21 0.46	21 0.46

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Application Services	Bart Purser	1 0	1 0
		Danielle Hood	1 1	1 1
		Ken Ainge	1 0	1 0
		Assigned to Individual Total	3 1	3 1
	Capitol Desktop Support	Brian Bintz	5 1	5 1
		Scott Wunderlich	1 0	1 0
		Tom Hanson	2 0	2 0
		Assigned to Individual Total	8 1	8 1
	Capitol Hosting	Curtis Parker	1 0	1 0
		Danny Black	1 1	1 1
		Jake Vandenberghe	1 0	1 0

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

			Low	MR Total
AGRC	Capitol Hosting	Joe Benson	20	20
		Assigned to Individual Total	51	51
	Help Desk	Brenda Treadway	10	10
		Assigned to Individual Total	10	10
	Internal Application Development and Support	Beth Hendricks	10	10
		Assigned to Individual Total	10	10
	Metro B Desktop Support	Peter Musser	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Romanza Hamblin Sorensen	10	10
		Assigned to Individual Total	10	10
	Voice/Data/WAN Services	Mike Johnson	10	10
		Assigned to Individual Total	10	10
Assigned Group Total			213	213
Customer Company Total			213	213

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
AGRC	Application Services	Bart Purser	1 0.00	1 0.00
		Danielle Hood	1 7.76	1 7.76
		Ken Ainge	1 0.82	1 0.82
		Assigned to Individual Total	3 2.86	3 2.86
	Capitol Desktop Support	Brian Bintz	5 1.27	5 1.27
		Scott Wunderlich	1 0.46	1 0.46
		Tom Hanson	2 1.44	2 1.44
		Assigned to Individual Total	8 1.21	8 1.21
	Capitol Hosting	Curtis Parker	1 0.86	1 0.86
		Danny Black	1 29.79	1 29.79
		Jake Vandenberghe	1 0.00	1 0.00

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

			Low	ATTR Total
AGRC	Capitol Hosting	Joe Benson	2 1.94	2 1.94
		Assigned to Individual Total	5 6.91	5 6.91
	Help Desk	Brenda Treadway	1 0.02	1 0.02
		Assigned to Individual Total	1 0.02	1 0.02
	Internal Application Development and Support	Beth Hendricks	1 0.39	1 0.39
		Assigned to Individual Total	1 0.39	1 0.39
	Metro B Desktop Support	Peter Musser	1 1.56	1 1.56
		Assigned to Individual Total	1 1.56	1 1.56
	Voice Operations	Romanza Hamblin Sorensen	1 0.69	1 0.69
		Assigned to Individual Total	1 0.69	1 0.69
	Voice/Data/WAN Services	Mike Johnson	1 1.22	1 1.22
		Assigned to Individual Total	1 1.22	1 1.22
Assigned Group Total			21 2.70	21 2.70
Customer Company Total			21 2.70	21 2.70

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

Detail

INC000000572597	Zachary Beck	Server	None	None		TIR Missed: Yes	2.84
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	2.84
INC000000572673	David Buell	Mobile Devices	Error	BlackBerry Configuration		TIR Missed: No	0.14
	Application Services	Danielle Hood	AGRC	Low	Closed	TTR Missed: Yes	7.76
INC000000572814	Scott T Davis	None	None	None		TIR Missed: No	0.59
	Metro B Desktop Support	Peter Musser	AGRC	Low	Closed	TTR Missed: No	1.56
INC000000572893	Mike Heagin	Network	Performance	None		TIR Missed: No	0.11
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	0.60
INC000000574234	Bert Granberg	Network	Incident	None		TIR Missed: Yes	1.01
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed: No	1.04
INC000000576615	Steven Gourley	Server	None	None		TIR Missed: No	0.00
	Capitol Hosting	Jake Vandenberghe	AGRC	Low	Closed	TTR Missed: No	0.00
INC000000576971	Sheldon Baumgartner	PC/Laptop	Error	None		TIR Missed: No	0.46
	Capitol Desktop Support	Scott Wunderlich	AGRC	Low	Closed	TTR Missed: No	0.46
INC000000577163	Scott T Davis	None	None	None		TIR Missed: Yes	2.79
	Capitol Hosting	Danny Black	AGRC	Low	Resolved	TTR Missed: Yes	29.79
INC000000579072	Matt Peters	Application	None	Microsoft Virtual PC		TIR Missed: No	0.00
	Application Services	Ken Ainge	AGRC	Low	Resolved	TTR Missed: No	0.82
INC000000580526	Matt Peters	Application	Error	None		TIR Missed: No	0.00
	Application Services	Bart Purser	AGRC	Low	Resolved	TTR Missed: No	0.00
INC000000580538	Cindy Clark	Application	Password	Utah Master Directory		TIR Missed: No	0.02
	Help Desk	Brenda Treadway	AGRC	Low	Resolved	TTR Missed: No	0.02
INC000000580652	Sean Fernandez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Resolved	TTR Missed: No	2.28
INC000000580669	Hussein Yazdani	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.04
INC000000580674	Rick Kelson	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.11
INC000000580687	Cindy Clark	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.05
INC000000580692	Jessica Pechmann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: No	0.02

Enterprise Incident Report September 2012

As of 10/1/2012

AGRC

INC000000580697	Sean Fernandez	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Resolved	TTR Missed: Yes	6.14
INC000000580748	Scott T Davis	None	None	None		TIR Missed: No	0.86
	Capitol Hosting	Curtis Parker	AGRC	Low	Resolved	TTR Missed: No	0.86
INC000000581958	Bert Granberg	Telecom	Voice Mail	Telephone		TIR Missed: No	0.60
	Voice Operations	Romanza Hamblin Sorensen	AGRC	Low	Resolved	TTR Missed: No	0.69
INC000000584023	Jessica Pechmann	Telecom	Dial Tone	Telephone		TIR Missed: No	0.13
	Voice/Data/WAN Services	Mike Johnson	AGRC	Low	Resolved	TTR Missed: No	1.22
INC000000584288	Bert Granberg	Application	Error	Action Request System		TIR Missed: No	0.10
	Internal Application Development at	Beth Hendricks	AGRC	Low	Resolved	TTR Missed: No	0.39